

MAKE A COMPLAINT



As a recipient of KidzWish services you have the right to raise your concerns and have them resolved quickly; to your satisfaction and without fear of retribution. Your complaint will be managed confidentially and in a timely manner.

★ HOW TO

★ LODGE A COMPLAINT AGAINST KIDZWISH

In person at KidzWish Place, by calling

1300 260 990

to speak with Therapy Manager or complete form on back and hand in at **KidzWish Place** or post to **1 Hinchinbrook Pl. Shell Cove NSW 2527.**

★ LODGE A COMPLAINT ABOUT NDIS FUNDED SUPPORTS & SERVICES

Online form at

[ndis.gov.au/contact/feedback-and-complaints](https://www.ndis.gov.au/contact/feedback-and-complaints) or call

1300 362 072

WHAT'S NEXT?

For complaints about KidzWish services, your complaint will be investigated and you will receive a response from the Therapy Manager within 14 working days.

DETAILS OF COMPLAINT



Date: _____ Name of service: _____

I wish to remain anonymous: Yes No

If no, name and phone number: _____

Details: _____

